

## **HOLYOKE RETIREMENT BOARD**

**TITLE:** Administrative Assistant  
**REPORTS TO:** Executive Director

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The Administrative Assistant works under the general supervision of the Executive Director. Assists all members of the Holyoke Contributory Retirement System and staff by performing the following:

### **GENERAL STATEMENT OF DUTIES:**

- Provides general assistance to members via telephone and on a walk-in basis as needed.
- Responds professionally, as assigned, to a variety of written and telephone inquiries from members and other clients including but not limited to basic retirement projections, creditable service requests and refund calculations.
- Maintains and updates retired members' computer and paper files.
- Assists members in the Disability process.
- Processes monthly payroll.
- Acts as claims specialist for City's medical plans.
- Acts as Secretary to Executive Director and Board.
- Maintains Section 3(8)c billing.
- Processes monthly Accounts Payable.
- Maintains monthly Board meeting minutes.
- Participates in all agency projects as needed.
- Assists in member education programs.
- Will acquire a continually increasing knowledge of Chapter 32 and Board regulations
- Employee is required at times to perform maintenance duties, housekeeping and kitchen duties, and other ancillary duties necessary to the position which involve bending, climbing, kneeling, pushing, pulling and the lifting and carrying of heavy objects, including, but not limited to, office books and supplies, computers and other equipment and furnishings, files, books, trash receptacles, and water bottles

### **QUALIFICATIONS REQUIRED:**

- 3-5 years' experience preferred.
- Associate's Degree preferred.
- High degree of accuracy with data and logic essential
- Desire to work in an environment committed to team work and quality service.
- Ability to communicate effectively and professionally with the public.
- Excellent written and verbal communication skills.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to maintain harmonious relationships with the membership, employers, other members of the public and the Holyoke Retirement Board staff.
- Must be flexible and able to handle a multitude of tasks.
- Commitment to competent, compassionate service at all times.
- Experience with Microsoft Word and Excel required.
- Experience with PTG and MUNIS Systems preferred.

## **COMPENSATION AND WORK SCHEDULE**

8:30 a.m. to 4:30 p.m. Monday through Friday

Salary commensurate with experience. Benefits include health, dental, life insurance, 457(b) plan and paid time off. Educational opportunities available.

## **APPLICATION PROCESS**

Please provide a resume and letter of interest by March 1, 2022 to:

Holyoke Retirement Board  
20 Korean Veterans Plaza, Room 207  
Holyoke, MA 01040

or

[adulude@ret.holyoke.ma.us](mailto:adulude@ret.holyoke.ma.us)